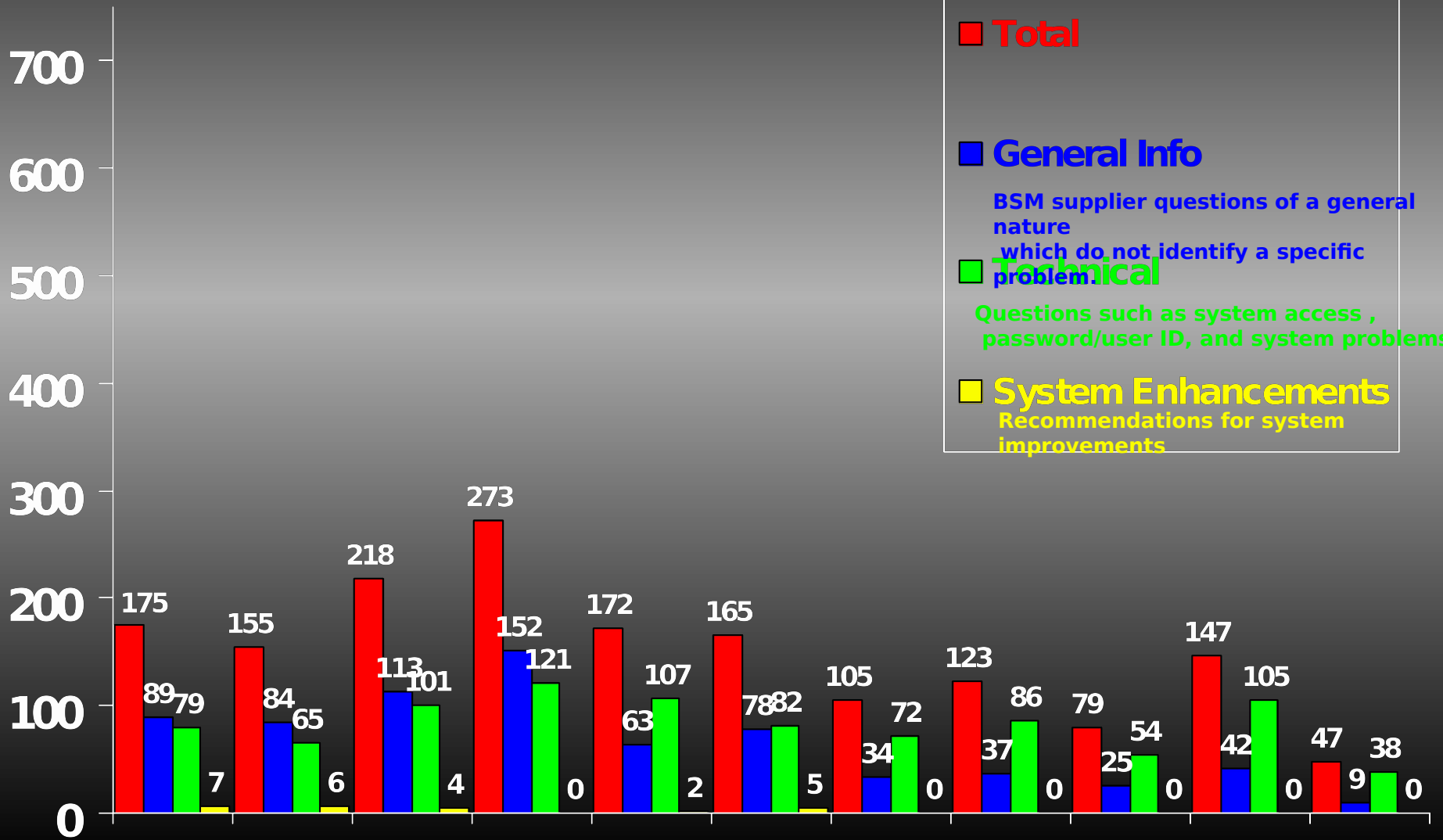




# SRweb RELATED CONTACTS

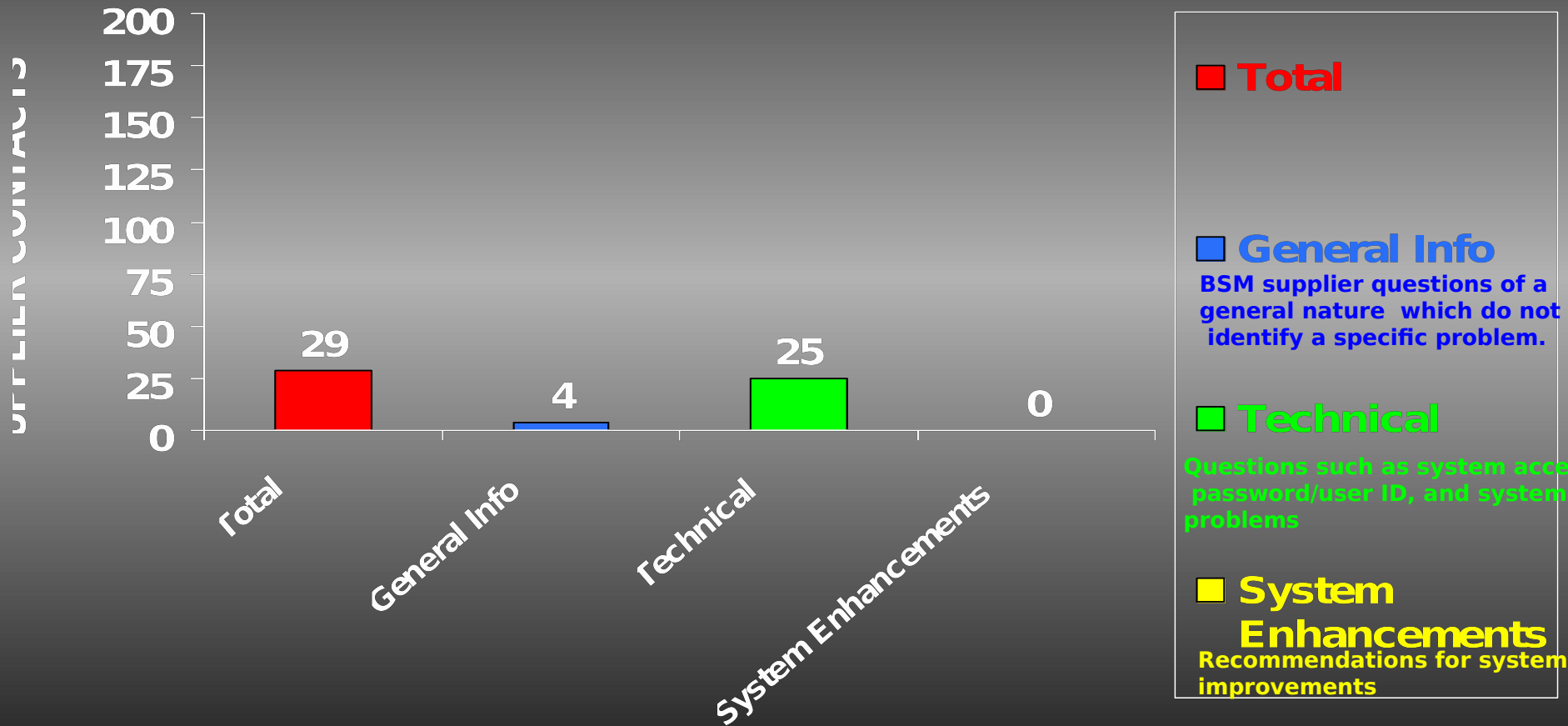
As of 14 Nov 03





# SRweb RELATED CONTACTS

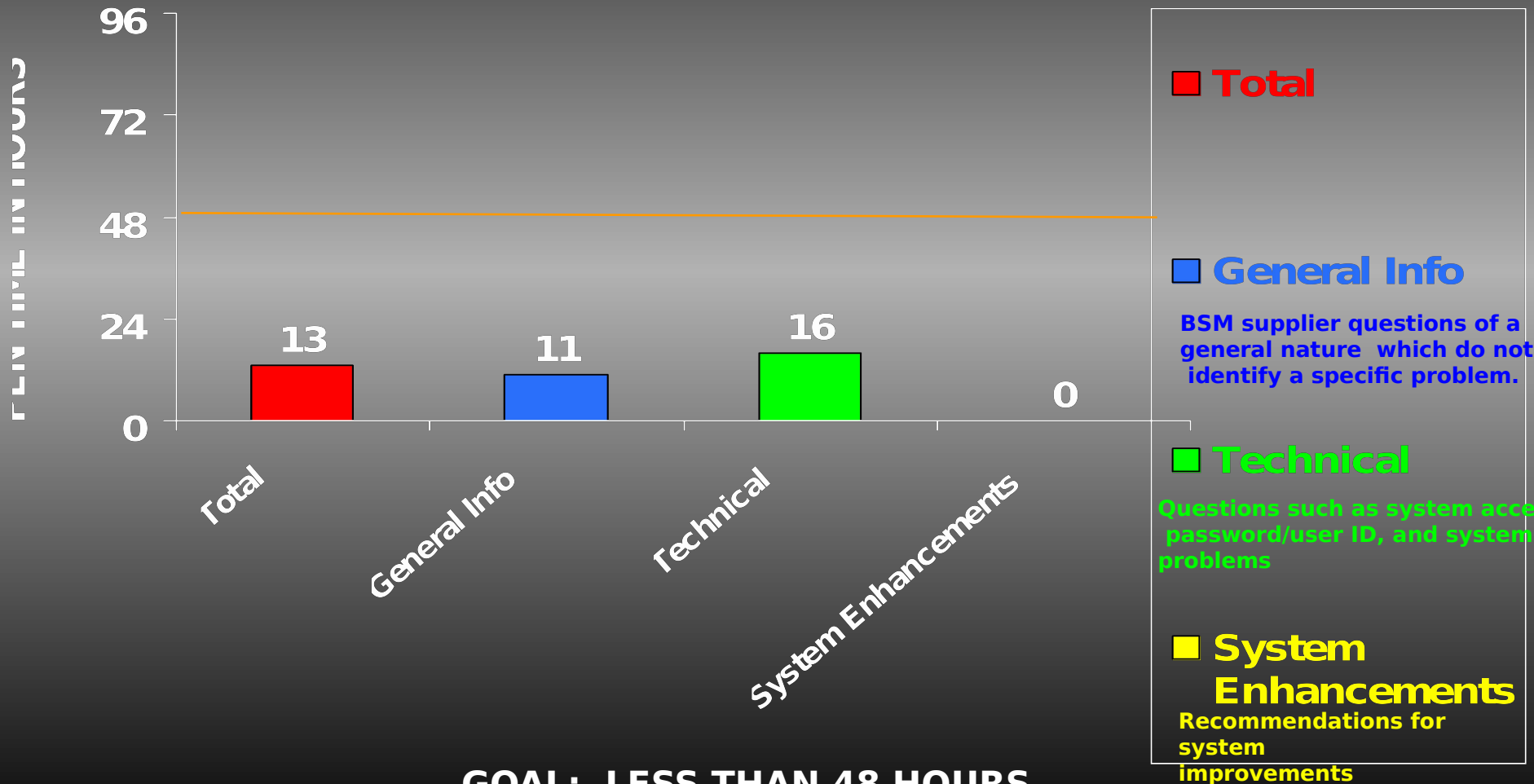
WEEK OF 7 - 13 Nov 03





# SRweb ISSUES

Average Resolution Time  
7 - 13 Nov 03

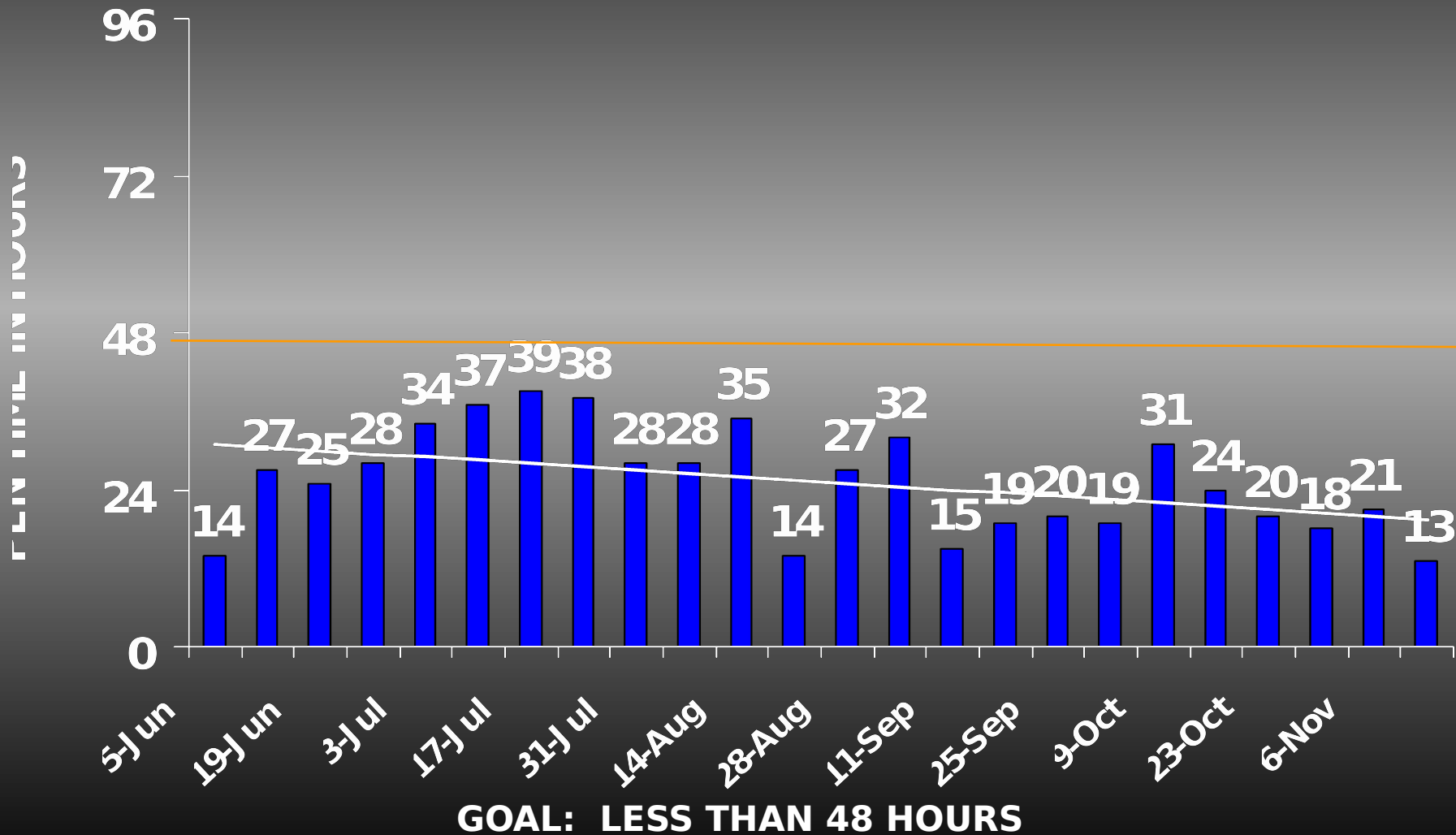


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)





# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 13 Nov 03

